



## **Important Safety Recall Notice – NHTSA Recall #12V-562**

Dear Fleet Vehicle Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Phenix Enterprises, Inc. has decided that a defect which relates to motor vehicle safety exists in vehicles currently deployed in your fleet. The Sure Power battery separator that is installed on your vehicle may overheat, resulting in a vehicle fire.

### **! IMPORTANT !**

**Your truck is being recalled.**

**You should contact Phenix Enterprises, Inc. for a replacement part or to have the part replaced by Phenix at no cost to you.**

### **Why is a recall being conducted?**

A product recall, 11E-045, was issued by Cooper-Bussmann covering the Sure Power model 1314 battery separator for units produced between Feb 2009 & June 2011. Please see the enclosed copy of the Sure Power Battery Separator Product Safety Recall and Stop Sale Notice dated 11 July 2011. Based on the time period and our purchase records we have determined that we have provided vehicles to your fleet which were equipped with the Sure Power model 1314 product.

### **What are we doing about the problem?**

We will provide a replacement Sure Power model 1314 battery separator at no charge to you based upon whether you have a battery separator that has an affected serial number as shown on the Sure Power recall notice enclosed.

We will also provide, at your option, a reimbursement of \$75 for labor to replace the battery separator or we will perform the replacement at our facility at no cost to you. This repair should take approximately 30 minutes to complete.



## **What should you do?**

Contact Phenix Enterprises, Inc. to have the required parts shipped to your location or schedule an appointment to have the part replaced. The affected Sure Power battery separator must be returned to Phenix Enterprises, Inc. upon replacement. If your vehicle is affected please place the defective battery separator in the supplied new part box. We will provide a pre-addressed/pre-paid shipping label to affix to the box so it is returned to us at no cost to you.

## **Who should you contact if you have further questions or concerns?**

Please contact us with any questions or concerns you may have regarding this matter:

Phenix Enterprises, Inc.  
1785 Mount Vernon Ave.  
Pomona, CA 91768

P (909) 469-0411

If you have already paid to have your vehicle battery separator repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement please contact Phenix Enterprises, Inc. at (800) 736-9790.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If after having attempted to take advantage of this recall you believe you have not been able to have your battery separator remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Phenix Enterprises, Inc.